

## RIDE REPORT TO AACT COMMITTEE

### Office for Transportation Access

FEBUARY 24, 2016

<b>DATE</b>	<b>Activity</b>
1/29	Deputy Administrator for Transit participated in RIDE discussion at Perkins' Grousebeck Center.
2/1	Staff participated in FTA Triennial Review follow-up meeting.
Feb	Staff participated in Selection Committee review of Centralized Call and Control Center RFP 109-15 technical submissions.
Feb	Staff attended Eligibility Appeals hearings.
2/11	Staff participated in Advocate/Task Force mtg
2/17	Staff attended Means Testing pilot meeting
2/18	Staff participated in procedural meeting with Procurement on CCCC RFP 109-15.
2/18	Staff convened meeting with Qstraint vendor.
2/23	Staff participated in Selection Committee interviews of CCCC RFP 109-15 bidders.
Feb	Staff attended Fare public meetings
Feb	Staff participates in all MBTA Storm Desk activities

### TREC Stats: **January 2016** YTD= current

1939 Mailings sent YTD 2902

8374 Incoming calls YTD 16111

2043 calls for interview appointments YTD 3786

3 Walk-in appointments YTD 6

1273 interviews conducted of which 672 were recerts  
47% new applicants, 53% recertifying applicants

1255 determinations completed or 2633 YTD

73% Unconditional, 8% Conditional, 12% Temporary Unconditional,  
0% Temporary Conditional, 6% Not Eligible

232 Other determinations completed YTD 481

6% Visitors, 75% Medical Necessity, 19% Deceased

1487 Total all determinations completed YTD 3114

Average days between call for appointment and appointment: 8

Average days from appointment to determination to be processed: 2

No. of Determinations within 5 days 1134 or 95%

Referrals to System Orientation: 8

## **Ridership Stats: January 2016 FY16**

FY16 **January** compared to FY15 **January**

### **Ridership Stats: FY16 Jan compared to FY15 Jan**

-Ridership increased 6.50% (from 217813 to 231960), while still maintaining a zero NA rate.

-Complaints were up 9.68% (from 248 to 272).

-Vehicular accidents were down 13.73% (from 204 to 176).

-On-time performance for Jan. 2015 averaged 98.57%

**Points of Interest:** General Manager DePaola and Chief Administrator Shortsleeve issued a letter of thanks to MBTA employees for their efforts during the sub-zero weather experienced this month. RIDE contractors are also thanked for keeping the RIDE service going and getting our customers to where they needed to be during the record breaking cold snap.